AMENDMENTS TO THE SPECIFICATION:

Please amend the Specification as follows:

Please amend page 8, paragraph 0027 as follows:

When a capability-impacting system (150, 155, 160, and/or 165) modifies skill-related information, an external event is triggered 205. For example, as data elements in an Oracle database change, an Oracle trigger may be executed automatically. The event generates a transaction 210, which in turn triggers a workflow 215. (A workflow is a ~~state table~~ <u>set of actions triggered by the fulfillment of a set of conditions described in a policy, and is</u> utilized by Siebel and other systems.) The workflow 215 updates the centralized capability profile 220. This update triggers a second workflow 225 which in turn initiates an intermediary process to mimic 230 the typically manual administration (i.e., a supervisor using the administrative interface 305) of the agent skill information of the routing system 130.